

CHASERS' CLUB

FREQUENTLY ASKED QUESTION

IS PARKING INCLUDED?

No. The Chasers' Club is closest to Gate #32 which is on the far north end of Balloon Fiesta Park. We recommend using Balloon Fiesta Parkway to access parking areas near Gate #2.

WILL I RECEIVE TICKETS OR MATERIALS IN THE MAIL PRIOR TO MY ARRIVAL?

No. You will receive your tickets via email. You can print them at home or load them onto your personal electronic device.

IS ADMISSION INCLUDED IN THE PRICE?

Yes.

HOW DO I PURCHASE PARK & RIDE AND CHASERS' CLUB TICKETS WITHOUT PAYING ADMISSION TWICE?

When you purchase your Chasers' Club ticket, there is an option on the ticketing page to purchase a discounted BUS ONLY ticket.

WHAT ARE THE HOURS OF EACH SESSION?

- Morning sessions: 4:30am–10am (food service ends at 9:30am) •
- Evening sessions: 4pm–9pm (food service ends at 8:30pm)

IS FOOD INCLUDED WITH THIS PROGRAM?

Yes. We offer catered food items that include: (1) entrée, side dishes, dessert, iced tea, lemonade, coffee and hot chocolate. Vegetarian items are also available. The menu will be posted on the Chasers' Club webpage prior to tickets going on sale.

IS OUTSIDE FOOD ALLOWED INSIDE THE CHASERS' CLUB?

Yes. We have many food vendors along Main Street that offer a variety of food options.

IS ALCOHOL INCLUDED IN THE PRICE?

No. There is a full cash bar inside the Chasers' Club. *NM liquor laws do not allow liquor to be taken out of designated areas, so drinks cannot be taken out of the Chasers' Club.

SHOULD I BOOK THE CHASERS' CLUB FOR THE SAME SESSION AS A BALLOON RIDE?

No. You will not have time to take full advantage of the Chasers' Club amenities if you are flying during the same session.

WILL I BE GUARANTEED A SEAT WITH MY CHASERS' CLUB TICKET?

Yes.

ARE CHASERS' CLUB TICKETS REFUNDABLE?

No. All tickets sold for the event are non-refundable. Tickets are transferable. Balloon Fiesta does not handle payment exchange if you sell the tickets to another party. Your Chasers' Club ticket is much like a concert ticket.

WILL I HAVE A GOOD VIEW OF THE BALLOON LAUNCH?

Yes! The Chasers' Club patio is located next to the launch field.

ARE THERE RESTROOM FACILITIES NEARBY?

Yes. Your Chasers' Club admission includes access to flushable, handicap accessible restrooms.

WHAT SHOULD I WEAR?

Generally, temperatures in the mornings are around 20-40°F, warming up to about 50-70°F by noon. We suggest you dress in layers. Remember to wear warm, comfortable walking shoes. You will be at a high altitude and are at risk for sunburn so be sure to wear your sunscreen. Bring appropriate eye protection, and wear hats and gloves as the mornings can be very cold.

WHAT HAPPENS IF A SESSION IS CANCELED?

Balloon Fiesta is a weather permitting event. While October is generally ideal for hot-air ballooning, strong winds or storms may delay or cancel sessions. An "official cancellation" is not based on whether balloons fly. If balloons inflate for a static display but are not cleared to fly this is not considered a canceled session. Once a session is officially canceled you will be given a rain check in the form of General Admission tickets at the Chasers' Club gate to use for any session in the current or upcoming year.

